

FIG. 1: FRAMEWORK FOR ACCESS INTELLIGENCE SYSTEMS

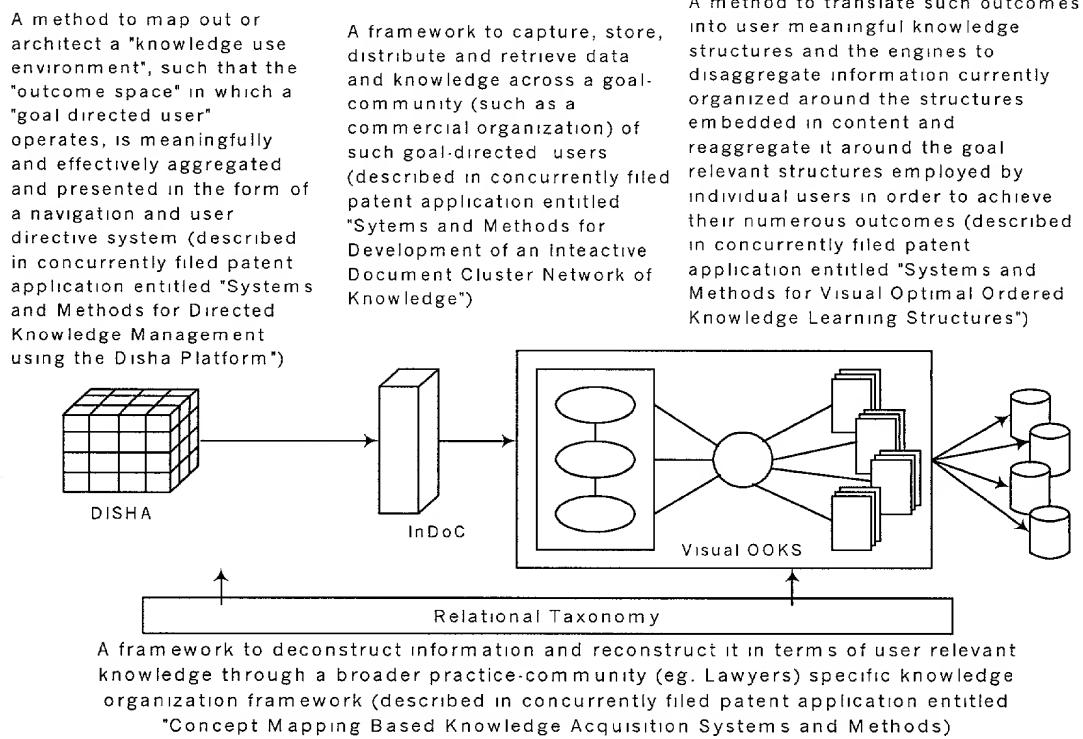


FIG. 2: BASIC COMPONENTS OF ACCESS INTELLIGENCE SYSTEMS

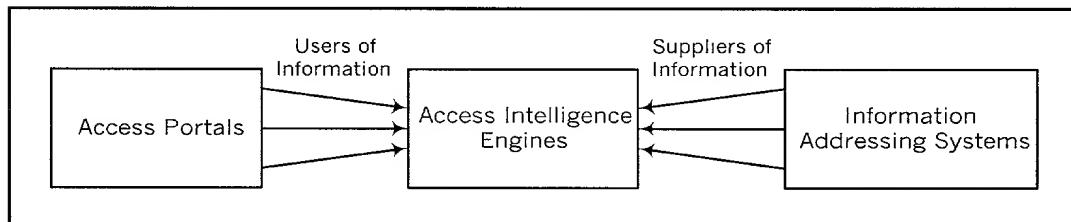


FIG. 3: FRAMEWORK FOR ACCESS PORTALS

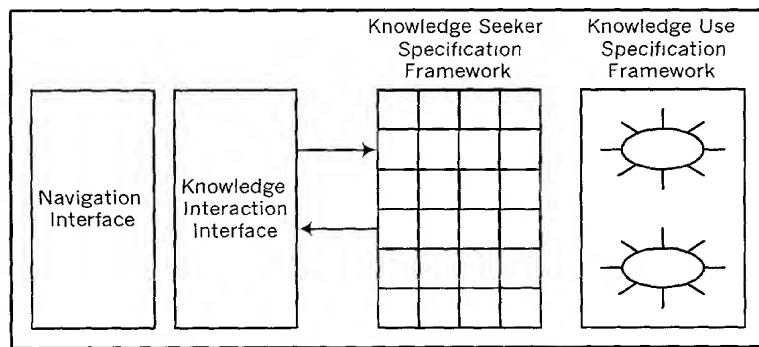


FIG. 4: METHOD UNDERLYING DEVELOPMENT OF ACCESS PORTAL DEVELOPMENT PLATFORM

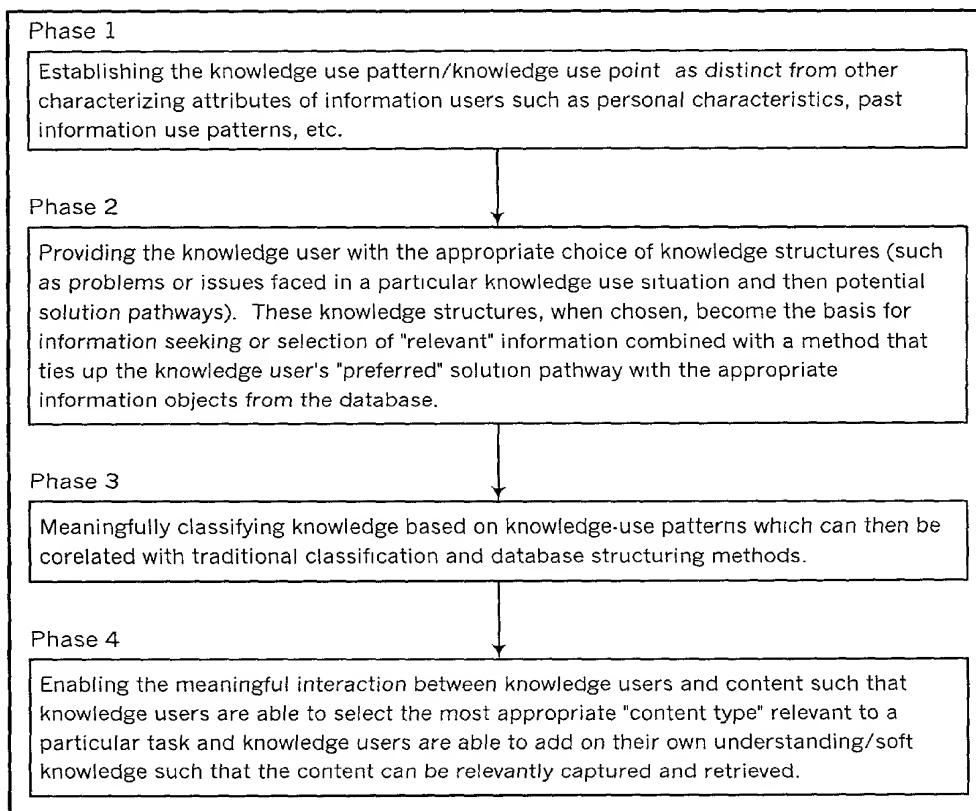


FIG. 5: THE INFORMATION ADDRESSING SYSTEM

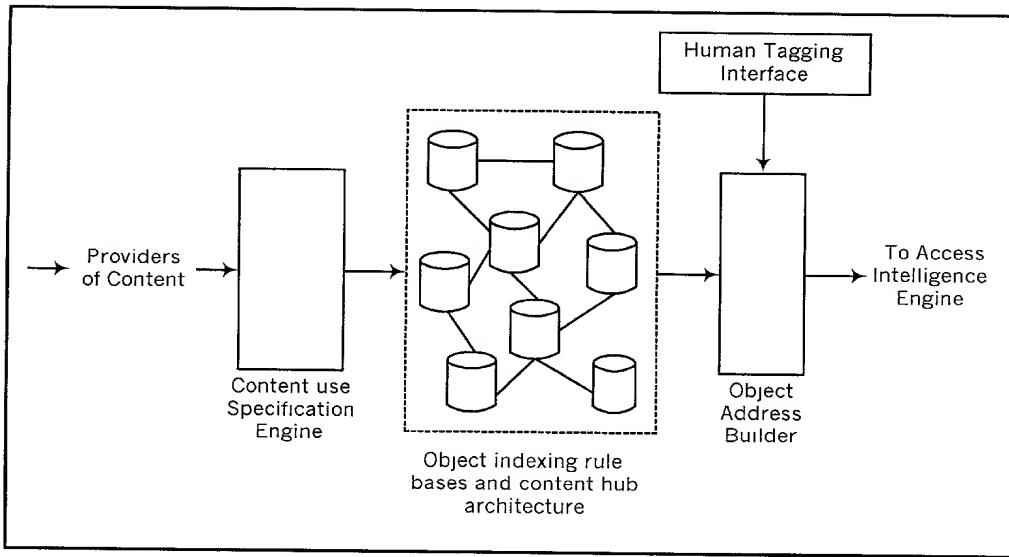


FIG. 6: THE KNOWLEDGE EXCHANGE

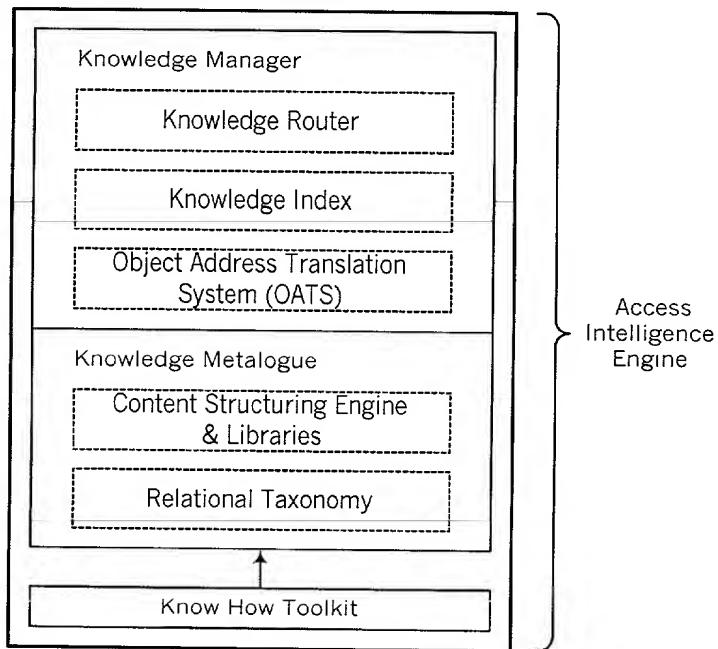


FIG. 7: MULTIPLE PRODUCERS AND MULTIPLE BUYERS OF KNOWLEDGE WORK UNITS

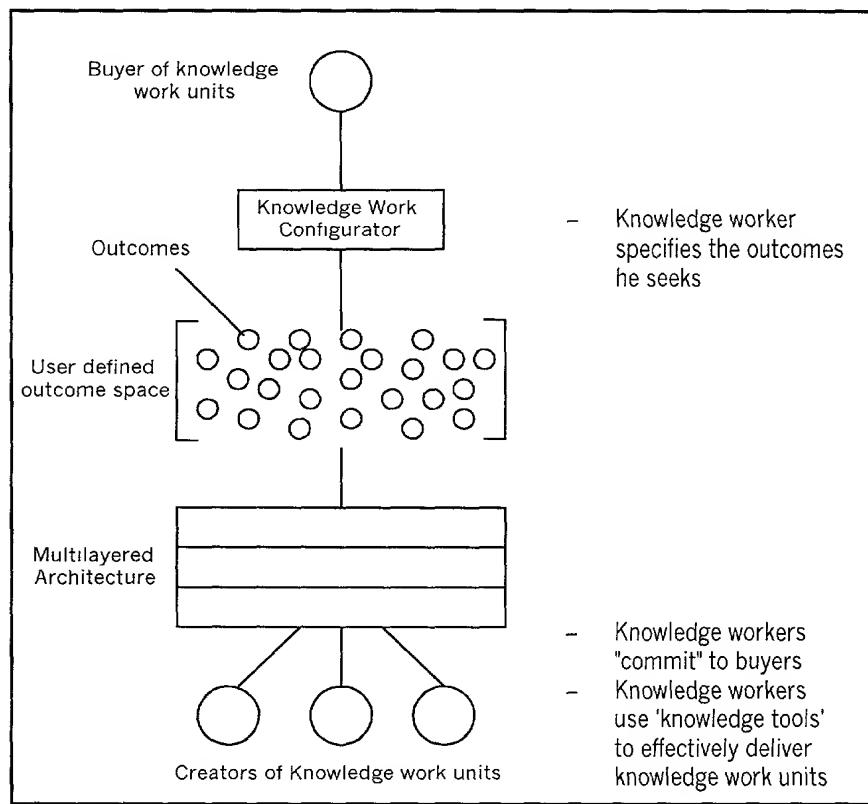


FIG. 8: MULTI-LAYERED MULTI-LEVEL ARCHITECTURE

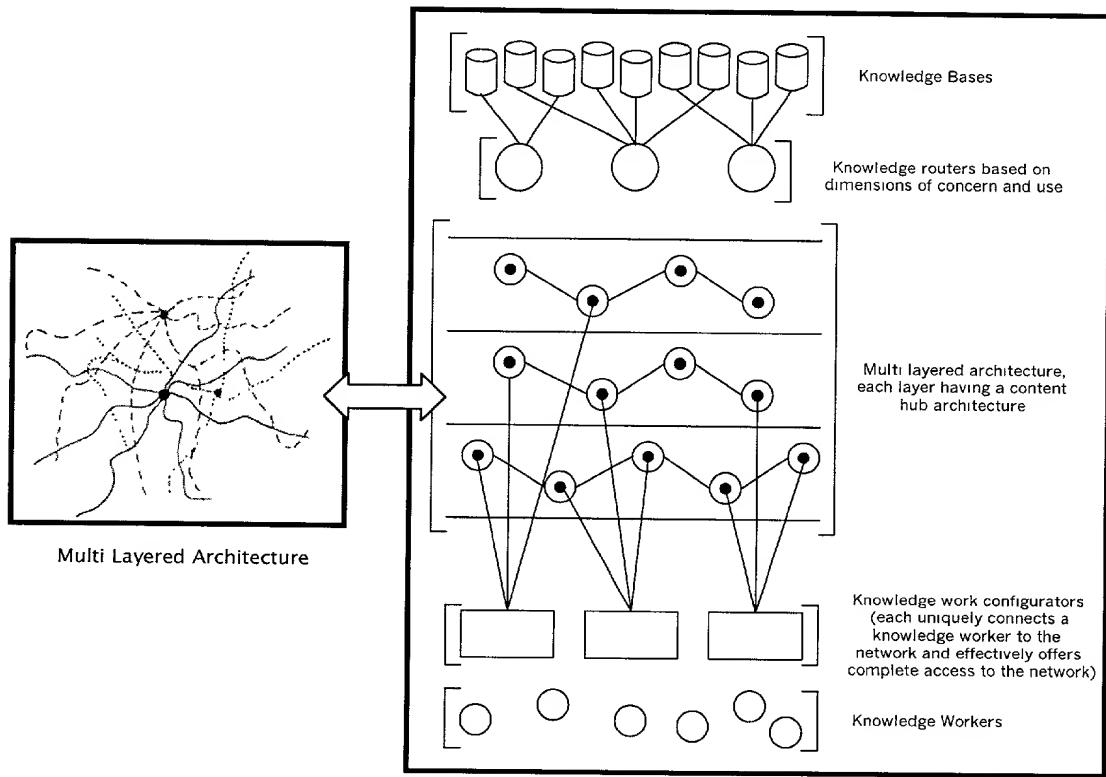


FIG. 9: ENTRY INTERFACE INTO THE PERSONAL PORTAL

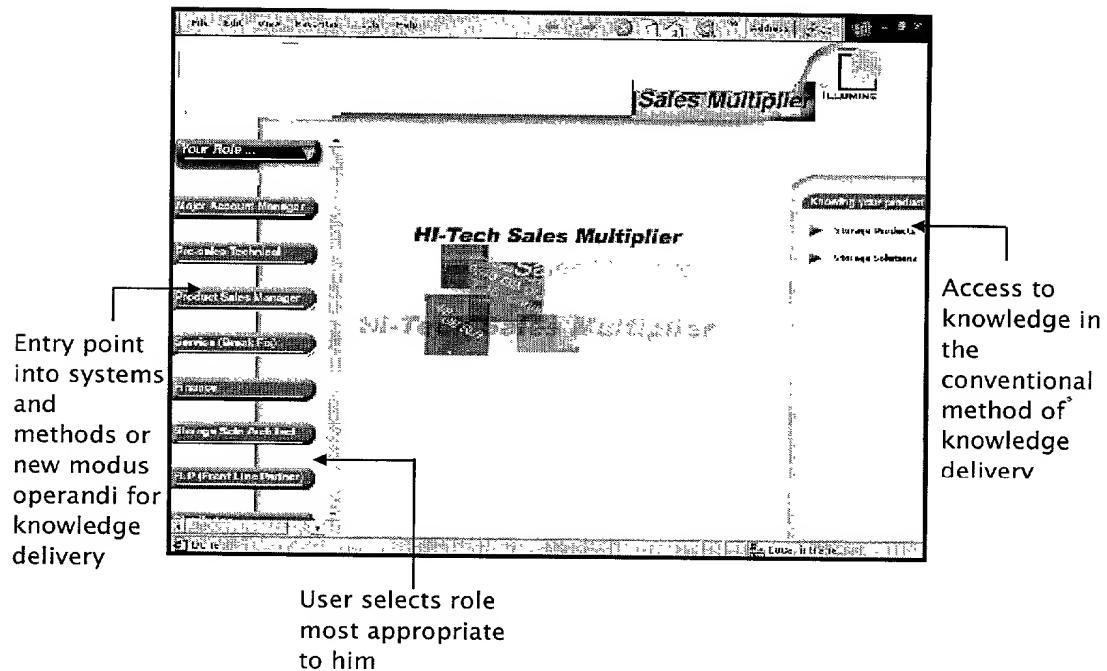


FIG. 10: DOCUMENT DISPLAY IN CONVENTIONAL METHOD

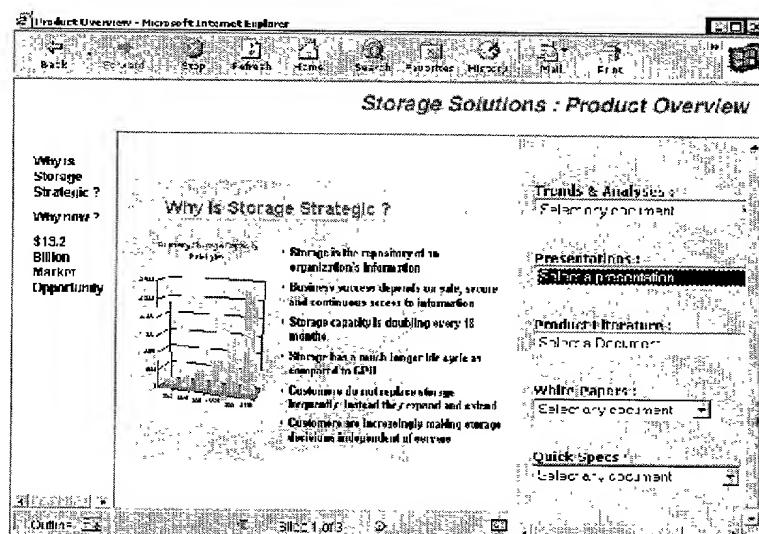


FIG. 11: DOCUMENT DISPLAY IN CONVENTIONAL METHOD

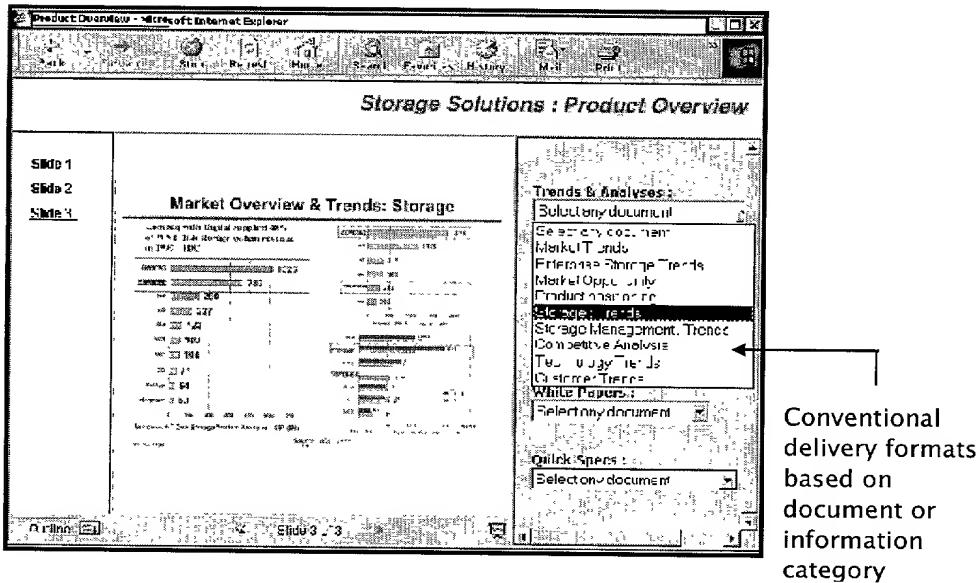


FIG. 12: CONTEXT SPECIFICATION INTERFACES

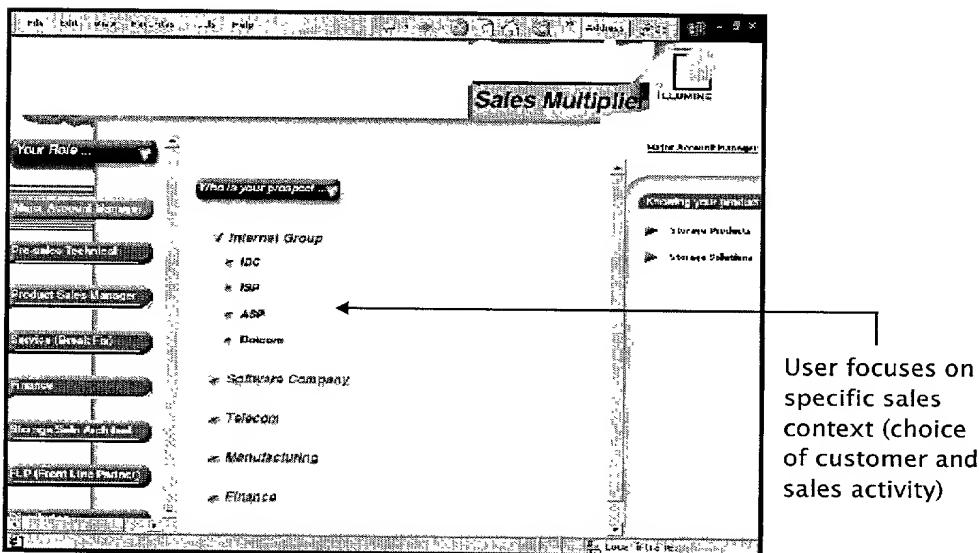
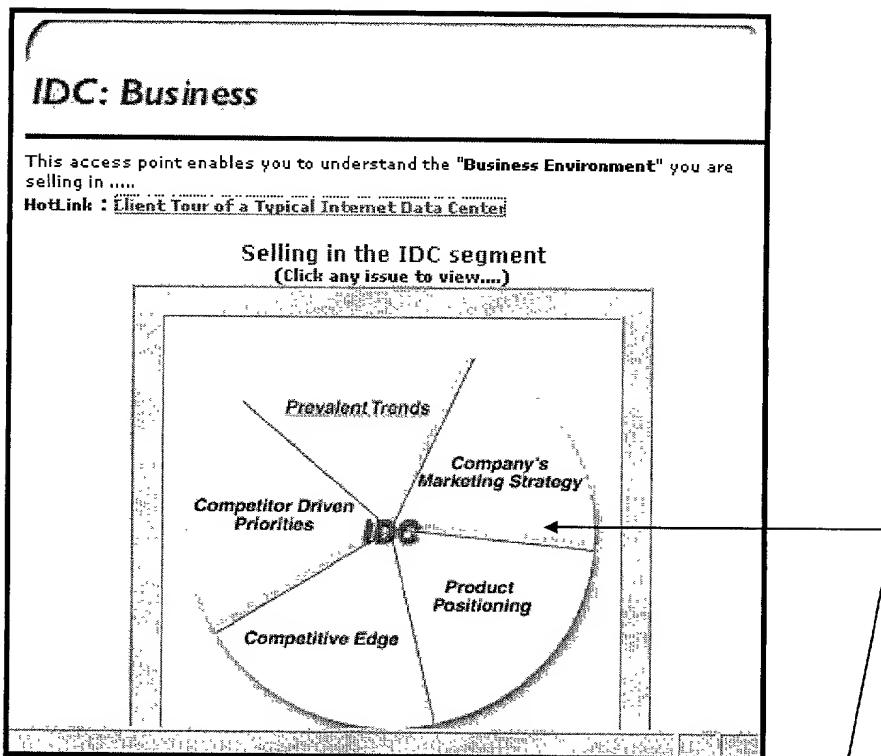


FIG. 13: ACCESS MAP FRAMEWORK



Access framework mapping out the sales person's thought process or issues he faces when achieving his outcome – in this case, 'understanding the client business'

FIG. 14: CUSTOMIZED DOCUMENT CLUSTERS

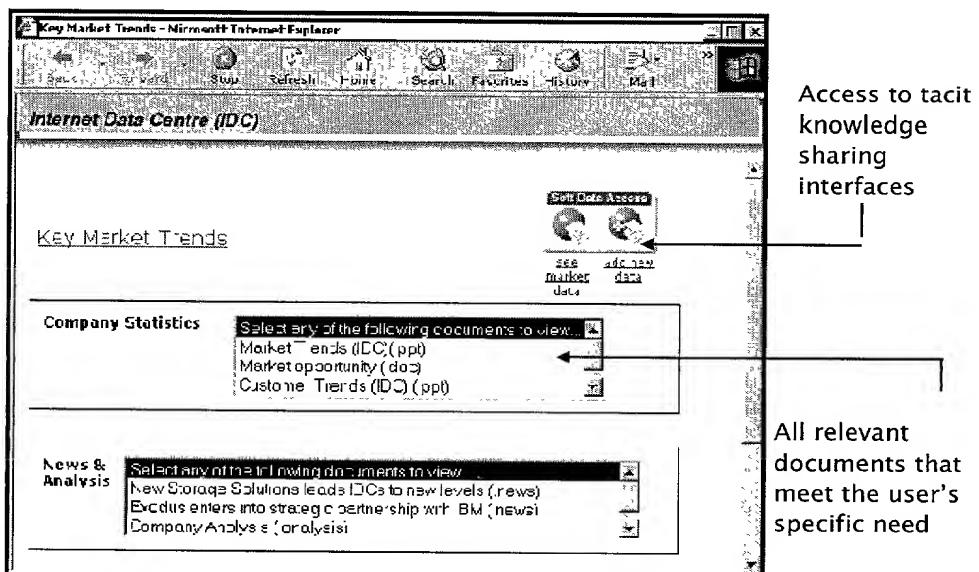


FIG. 15: DOCUMENT DISPLAY

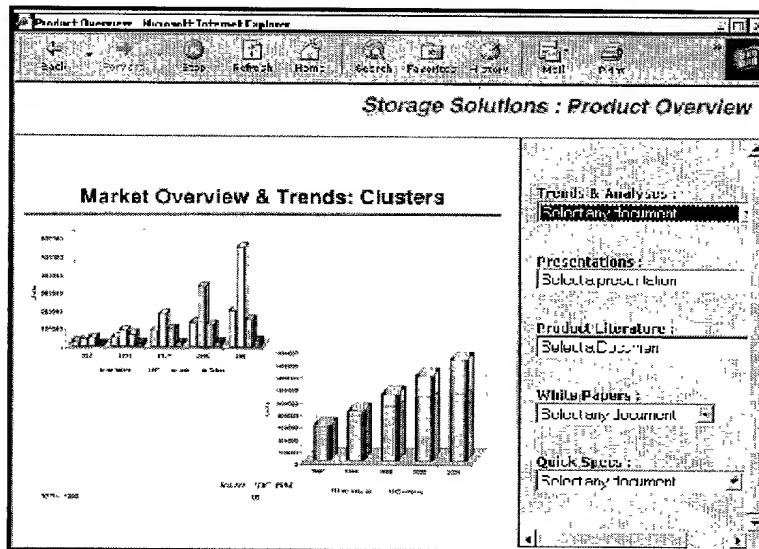


FIG. 16: TACIT KNOWLEDGE SHARING INTERFACES

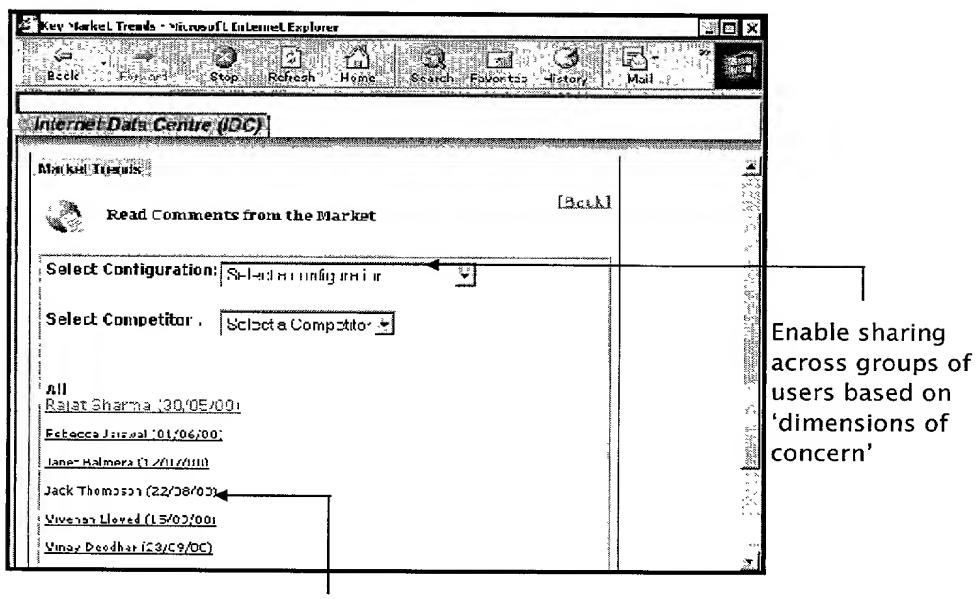
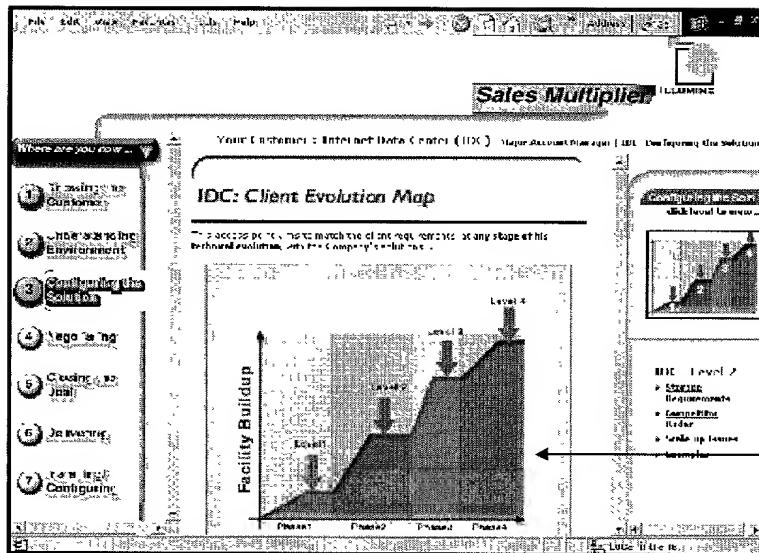
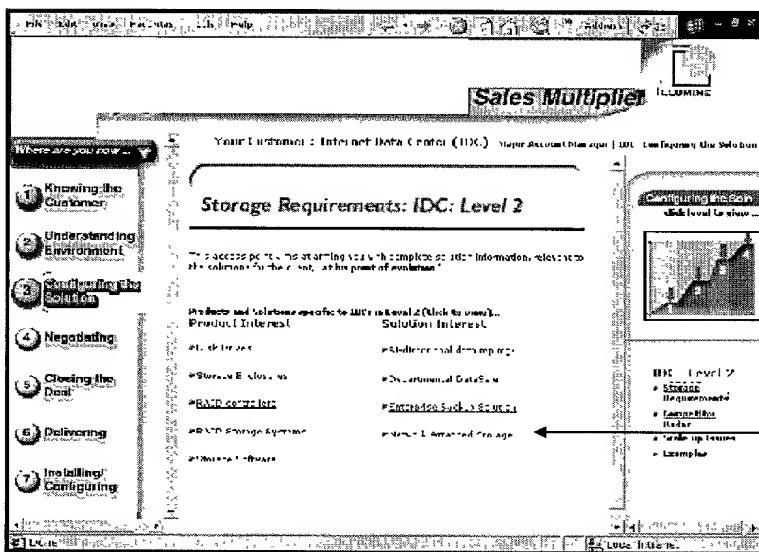


FIG. 17: ACCESS MAP FRAMEWORK



Knowledge access framework mapping out the sales person's thought process or issues he faces when achieving his outcome – in this case, 'forecasting the client needs in order to configure, the right solution'

FIG. 18: ACCESS MAP FRAMEWORK



Knowledge access framework mapping out the sales person's thought process or issues he faces when achieving his outcome – in this case, 'understanding the products in order to configure the right solution'

FIG. 19: HARD AND SOFT DATA ACCESS

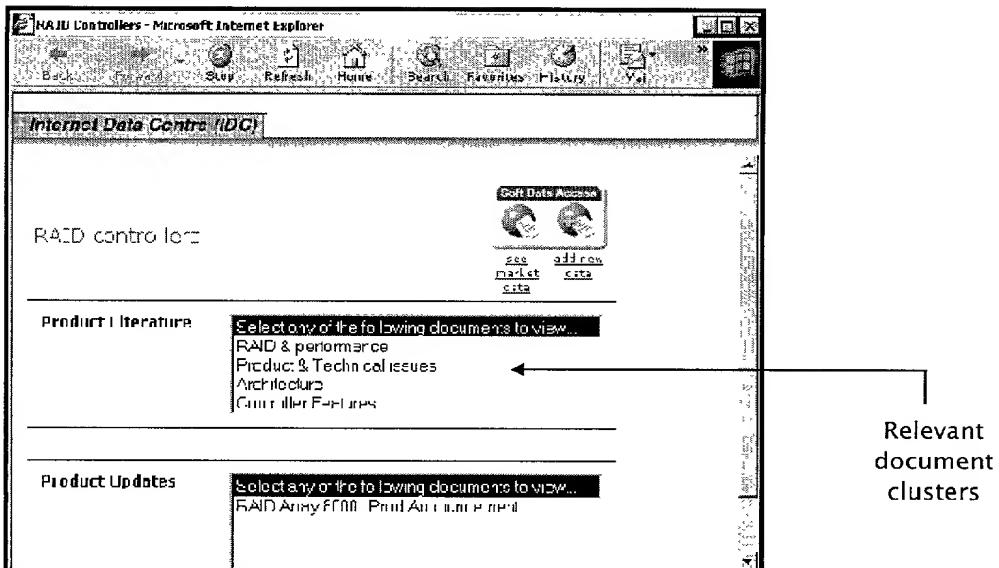


FIG. 20: HARD AND SOFT DATA ACCESS

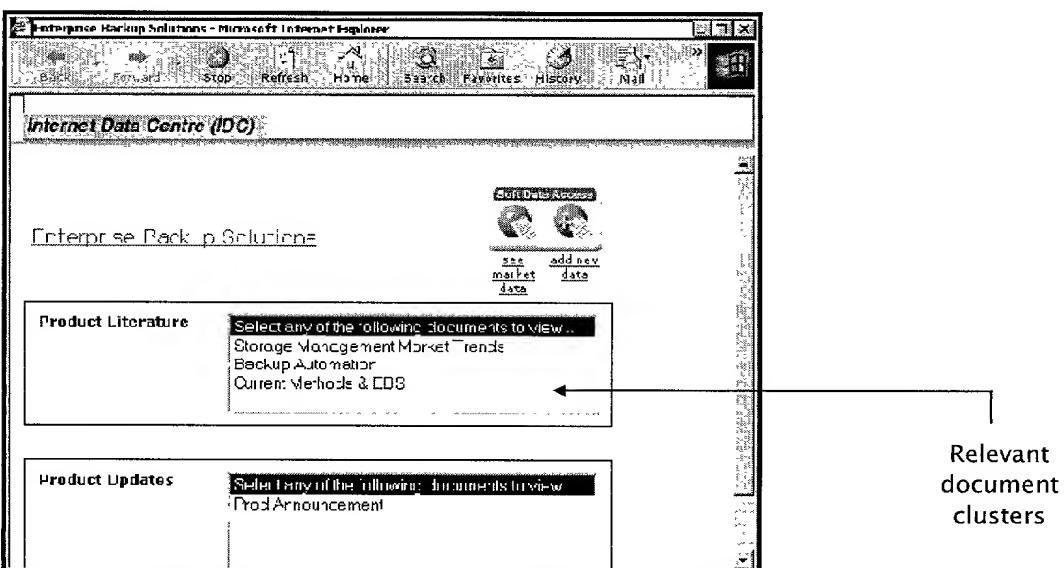


FIG. 21: DOCUMENT DISPLAY (HARD KNOWLEDGE)

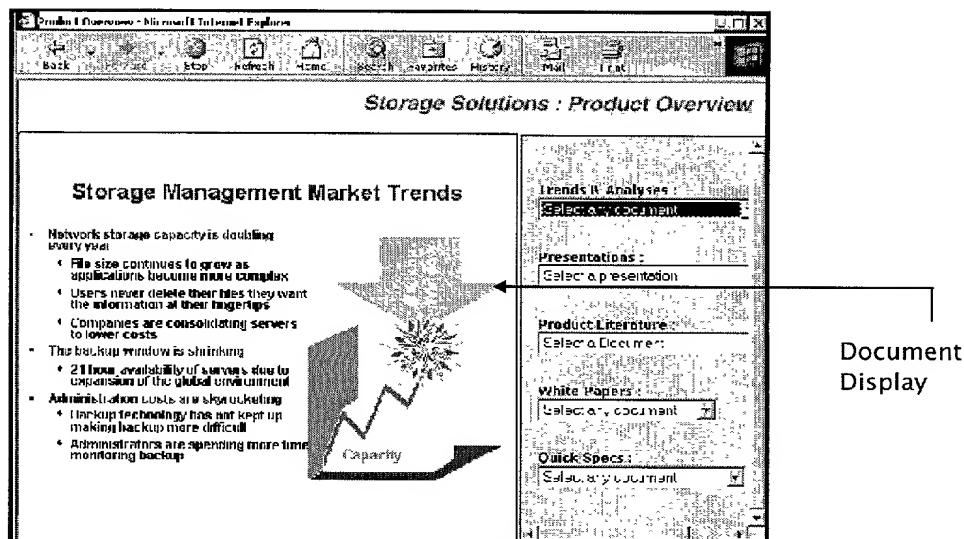


FIG. 22: TACIT KNOWLEDGE DISPLAY

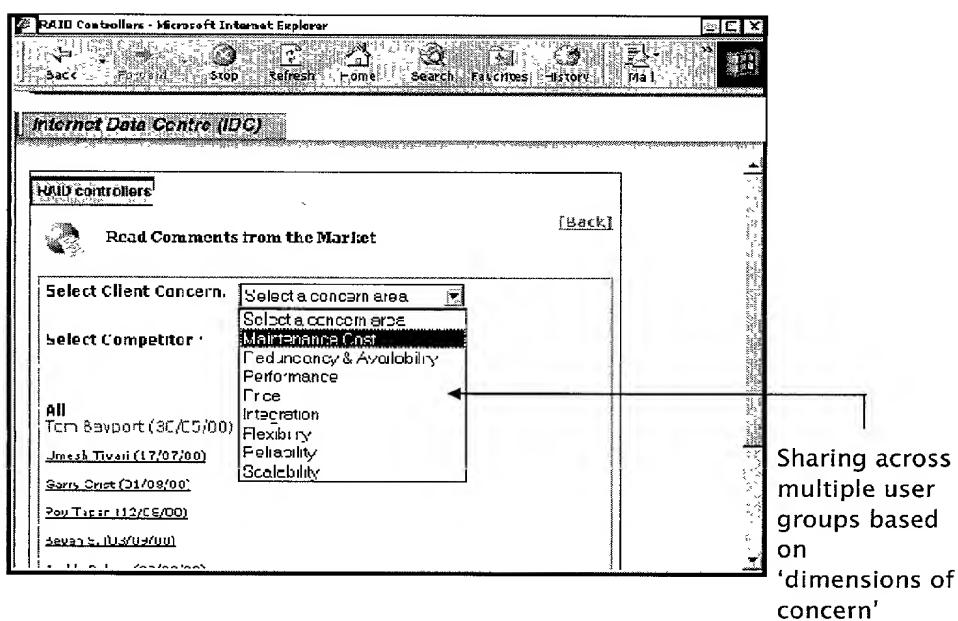


FIG. 23: ACCESS MAP FRAMEWORK

